

Solicitation No.: 19TC1021Q0005
Cook services for Marine Security Guards (MSGs)

QUESTIONS AND ANSWERS:

The following table reflects questions as raised by prospective bidders. Our answers are based on the solicitation documents and other relevant guidance or regulations.

| Number | Question as submitted by bidders | Answer from the Contracting Office |
|---------------|--|---|
| 1. | Would you be able to provide a menu structure or the current menus for breakfast, lunch, and dinner? | Yes, a current menu can be provided. Attached is the current menu (February Menu). |
| 2. | What is the maximum mobilization period, can be expected? | After contract award and submission of acceptable insurance certificates, the Contracting Officer shall issue a Notice to Proceed. The Notice to Proceed will establish a date (a minimum of ten (10) days from start date listed in Notice to Proceed unless the Contractor agrees to an earlier date) on which performance shall start. |
| 3. | What is the minimum headcount per day if the day's customers are less than 9? | The minimum head count will be 8. |
| 4. | List of kitchen equipment in camp. | Stove top, oven, blender, mixer. |
| 5. | List of Dining equipment in DFAC | Table, chairs, cutlery, plates. |
| 6. | What kind of food storage facilities are available in the camp? How many days stock can we keep in the present facility? | 1 commercial refrigerator, 2 single door refrigerators, 1 deep freezer, pantry cabinet storage. 7 days stock can be kept. |
| 7. | Can we use LPG for emergency cooking? | Yes, only on the outdoor Charbroil grill. |
| 8. | What is the menu breakup? <ul style="list-style-type: none"> • How many main course • How many vegetables, salads, fruits, and desserts? • Frequency of BBQ | 3 main courses per day with 1 carbohydrate source and 1 vegetable source per meal. |
| 9. | Does the Embassy provide living facility for our staff? How many employees can live? And what is the maximum employees we can deploy for this project | No, living facilities are not provided for contractors' staff. |

| Number | Question as submitted by bidders | Answer from the Contracting Office |
|--------|--|---|
| 10. | <p>Page No.25 reads: <i>“Access Control: The Contractor shall implement planning and access controls to ensure only authorized guests are able to access the MSGR”.</i></p> <ul style="list-style-type: none"> • Could you please clearly say what kind of access control is expected? | Access to the MSGR should not be granted by anyone but the MSGR occupants. |
| 11. | When we bring food delivery, grocery, Vegetables & Fruits, meat, Seafood, Dairy product, consumables, cleaning materials, and soft drinks, who will arrange for vehicle entry pass to the Embassy/site? | Only the Embassy authorized vehicles are allowed to pass, the contractor will accompany the Marines to the grocery store for food purchases and the Marines will deliver the items back to the MSGR. |
| 12. | The total area of the Guest House and also what all area we have to clean and maintained? | The areas to be cleaned are the kitchen, 2 bathrooms and T.V. room, all are on the ground floor of MSGR. |
| 13. | Frequency of the Purchase of food items any restrictions? | Weekly. |
| 14. | <p>Page 26 reads: <i>“On a weekly basis the Contractor shall accompany the customer for grocery shopping, ensuring acceptable ingredients are purchased”.</i></p> <ul style="list-style-type: none"> a. Please confirm how long this process will take? b. Please confirm that the USG will be paying for this shopping? c. Please advise if transportation will be provided by customer for this service or if contractor should provide its own transportation? | <ul style="list-style-type: none"> a. This process will take approximately 1 hour. b. Yes, the Marines will be paying for the shopping. c. Transportation will be provided from the Embassy to the grocery store and back to the Embassy, no transportation will be provided to and from the contractor’s residents or the contractor can meet the Marines at the grocery store. |

| Number | Question as submitted by bidders | Answer from the Contracting Office |
|--------|---|--|
| 15. | <p>Page 10 reads: <i>“The Contractor is responsible for the proper care, maintenance and use of Government property in its possession or control from time of receipt until properly relieved of responsibility in accordance with the terms of the contract”.</i></p> <p>In this part of the SOW, the contractor is in charge of the maintenance of the GFP/E which is in contradiction with Attachment 1.d; (Equipment and Facilities) "</p> <p>The Embassy is responsible for the maintenance and repair of all MSGR kitchens (structure, electrical, plumbing, etc.) and its installed equipment (hoods, stoves, ovens, dishwashers, etc.).</p> <ul style="list-style-type: none"> • Please confirm that the entire maintenance scope is the responsibility of the Customer. | <ul style="list-style-type: none"> • Yes, the maintenance is our responsibility, the contractor is responsible for the proper use and care of equipment throughout the day until they are relieved for the day. |
| 16. | <p>Page 27 reads: <i>“Supplies, Utensils, Dishware and Consumables. The USG will provide sufficient supplies, utensils, dishware and consumables to support the MSGR food service operations”.</i></p> <ul style="list-style-type: none"> • Please confirm that all equipment, utensils, accessories and consumables related to the cleaning services (brooms, mops, buckets, detergents, cleaning consumables.) will be provided by the Contractor? | <p>The USG will provide all supplies, utensils, dishware, and consumables.</p> |

| Number | Question as submitted by bidders | Answer from the Contracting Office |
|--------|--|---|
| 17. | <p>Page 16 reads: <i>“Reporting Plan Detachment Cook duties: These systems shall interface and feed information into a program management information system to provide near real-time reporting of performance status through a secure web-based portal/dashboard”.</i></p> <ul style="list-style-type: none"> • Please confirm if the web-based portal / dashboard is to be provided by the Contractor or the USG? • Please confirm that electronics (computer) will be allowed for key personnel on-site? | This requirement will be removed through an amendment to the solicitation. See attached SF30. |
| 18. | <p>Cleanliness - Cleaning Services Description. Could you please confirm:</p> <ul style="list-style-type: none"> a. Is the window cleaning part of the contractor scope? If yes, does it include the high window of the bar room? b. Is the carpet cleaning part of the contractor scope? | <ul style="list-style-type: none"> a. The high window in the bar is not a part of the scope. b. General vacuuming and sweeping of main level floors are a part of the scope. |
| 19. | During the site visit, we saw that a single personnel was present to tackle both the food service operations and the cleaning operations. | Yes, this is correct. |
| 20. | <ul style="list-style-type: none"> a. Is it your preference to have a single employee performing the entire scope of work? b. Is it correct that a single employee is currently performing the same scope of work? | <ul style="list-style-type: none"> a. It is up to the contractor to propose an adequate number of personnel to fulfil the work requirements. b. It is correct that a single employee currently performs the same scope of work. |
| 21. | Please provide us with the required number of catering staff on this project inclusive of kitchen staff and service staff. | It is up to the contractor to propose an adequate number of personnel to fulfil the work requirements. |
| 22. | Please provide us with the required number of cleaning staff. | It is up to the contractor to propose an adequate number of personnel to fulfil the work requirements. |

| Number | Question as submitted by bidders | Answer from the Contracting Office |
|--------|---|---|
| 23. | Kindly provide us with the indicative menu currently served on the project. | Attached. |
| 24. | How many duty hours of catering staff per day and day off. | 8 hours per day Sunday-Thursday. Friday, Saturday and Embassy observed holidays are off. |
| 25. | Catering team accommodation location (inside or outside embassy). | Work is to be performed inside the Marine Security Guard Residence (MSGR). |
| 26. | Material type need to unify either fresh or frozen. | Fresh and frozen are both acceptable. |
| 27. | Please confirm if there are any Brand list for catering materials to be considered by bidder in providing its quote. | No brand list |
| 28. | Frequency COVID-19 formalities for vaccinated and non-vaccinated staffs. | Adhere to host country and the Embassy requirements which ask for proper usage of masks. |
| 29. | Please advise if Utensils & cutleries and crockeries requirements are provided by US Embassy or by the Service provider. | All materials are provided. |
| 30. | Please advise if Equipment's maintenance is under caterer or client. | Equipment maintenance is our responsibility, proper usage and care is caterer's responsibility during working hours. |
| 31. | Is there any room service required if any? | No. |
| 32. | Waste management handling under caterer or client (collection & dumping). | Client. |
| 33. | Please advise if Pest control services is required. | No, it is not required. Contractor is prohibited from applying Pest control. Pest issues will be addressed by the Embassy. |
| 34. | Please advise if accommodation of service personnel is provided by Us Embassy at no cost to service provider. | No accommodation will be provided. |
| 35. | Is there a minimum salary for employees? | There is no minimum salary outlined in the solicitation. |
| 36. | Is there a ban on any nationality working on the site? | There is no ban on any nationality. |
| 37. | What are the taxes applicable? <ul style="list-style-type: none"> • VAT • Any other Tax • What is the percentage? | As of to-date, the applicable local tax is 5% VAT. Per Section 1.1., VAT is not included in the CLIN rates. Instead, it will be priced as a separate Line Item in the contract and on Invoices. |
| 38. | Regarding Insurance coverage, please confirm the acceptability of Insurance coverage by UAE approved insurance | All UAE-licensed companies are required to provide a UAE Workmen's Compensation Plan (WCP). A Defense Base Act (DBA) insurance is a separate requirement of the U.S. Government, |

| Number | Question as submitted by bidders | Answer from the Contracting Office |
|--------|--|--|
| | company (OR) need DBA separately for the contract? | which is mandatory on supplies/services contracts. The list of U.S. Department of Labor approved DBA insurance providers is here: https://www.dol.gov/owcp/dlhwc/lscarrier.htm . The prospective bidders shall contact one of the insurance providers and obtain an estimated quote to submit along with the price quote for the requested service. DBA insurance premium must be quoted for each year. Price quote without a DBA insurance cost will be considered “incomplete”. However, the DBA cost is not a price evaluation criterion. Once awarded, the Embassy will instruct the Contractor to submit a quotation for review. Once the quote is approved, the contractor will procure the DBA insurance, and submit the invoice separately as soon as the policy is issued. The DBA insurance amount will then be reimbursed to the contractor. The policy start date must be the same as the contract’s effective date. The Contractor’s name on the policy must be the same as the Contractor’s license and their SAM registration. |
| 39. | What can be file size of proposal for uploading and format to be used? | Per the instruction in the cover letter dated February 21, 2021, Only PDF formatted documents will be accepted . Please ensure your attachment does not exceed 10MB per email . If there are more files to be attached in an email, send separate email(s) within the stipulated file size restriction, following the aforementioned subject line marking instruction. |
| 40. | Do embassy need hard copies of proposal to deliver in person and if so how many copies? | Per the instruction in the cover letter dated February 21, 2021, Your quotation must be submitted both physically to the Embassy <u>AND</u> electronically via email. Pricing and Technical Quotations must be submitted separately. One hard copy of each proposal (commercial and technical) must be submitted. |
| 41. | Is this a new, additional requirement? | This is a new requirement. |
| 42. | When is the expected Award or NTP Date? | The government estimates an award date of May 15, 2021. |
| 43. | What is the estimated Period of Performance / Start Date? | Estimated Period of Performance (PoP) or Start date is June 1, 2021. |
| 44. | How long will the Contractor have between the award date and the first day of operation (i.e mobilization period)? | Per Section 1, After contract award and submission of acceptable insurance certificates, the Contracting Officer shall issue a Notice to Proceed. The Notice to Proceed will establish a |

| Number | Question as submitted by bidders | Answer from the Contracting Office |
|--------|---|---|
| | | date (a minimum of ten (10) days from start date listed in Notice to Proceed unless the Contractor agrees to an earlier date) on which performance shall start. |
| 45. | What are the Payment Terms? | Payment will be made through Electronic Funds Transfer (EFT) directly to the Vendor's bank account, after receipt of the ordered item(s) and proper invoice within 30 days from the confirmation of proper invoice. The Vendor shall include EFT banking information with IBAN, SWIFT CODE/ROUTING NUMBER on the invoice. |
| 46. | <p>SAM Registration: During the site visit, it was confirmed that the winning company will need to be registered with SAM to be awarded. Also, it was suggested to start the SAM Registration process as of now.</p> <p>Could you please confirm if the operating entity needs to be registered with SAM or if having its parent company registered will be sufficient?</p> | Embassy will not directly work with the sub-contractor as the Contract will be signed with the Primary Contractor. Therefore, sub-contractor is not required to be registered on SAM. |